

GABRIELLE LEBLANC, Ph.D.
960 Miller Ave.
Berkeley CA 94708

Aug 30th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

For years I was being charged exorbitant rates by Comcast, who also had terrible customer service -
- terrible to the point of their staff often having no idea how to deal with whatever the technical
issue was, while being downright insulting to their customers.

Then I heard from a neighbor about a local Internet provider (LMI.net), whose offices are located
just 10 minutes from my house. I now pay half what I used to pay for phone and internet service.
When I call their office a staff member always picks up immediately or calls back promptly. And
that staff member is always both friendly and knowledgeable.

I am a freelance scientific consultant/writer who works from home. Reliable, customer-friendly
broadband service is absolutely critical to my business. Moreover, I believe on principle that the
FCC should not facilitate the monopolization of communication services by a few companies like
Comcast, Verizon, and AT&T.

Sincerely,

GABRIELLE LEBLANC, Ph.D.